



STATE OF ILLINOIS

ILLINOIS COMMERCE COMMISSION

527 East Capitol Avenue
Springfield, Illinois 62701

160 North LaSalle Street
Chicago, Illinois 60601

VIA E-Mail

To: Regulatory Representatives of Telecommunications Companies

Re: Update Regarding Termination of Service during Public Health Emergency

In response to requests from the Illinois Commerce Commission ("Commission"), Attorney General Kwame Raoul, and Governor J.B. Pritzker, many telecommunications companies voluntarily took steps to cease disconnections for non-payment and to suspend the imposition of late payment fees or penalties, due to the COVID-19 public health emergency. On behalf of the Commission, I want to thank you for your efforts to show you are all-in for Illinois' residents.

As you may be aware, the Commission recently approved a landmark agreed stipulation with eight of the state's largest energy utilities, including Aqua Illinois, Illinois-American Water Company, Utility Services of Illinois, Inc., Ameren Illinois Company, Northern Illinois Gas Company, North Shore Gas Company, The Peoples Gas Light & Coke Company, and Commonwealth Edison. The terms of the stipulated agreement with the large utilities include maintaining the moratorium on disconnections and suspension of late payment fees ***until Illinois enters Phase 4 of Governor Pritzker's Restore Illinois plan, or August 1, 2020, whichever comes first, and for an additional 30 days beyond that for most customers.*** The large utility stipulation further provides residential customers with additional financial relief through deposit waivers, deferred payment arrangements (DPAs), and revised temporary credit and collection policies. The large utilities have also committed to notifying customers of these credit and collection policies as well as publishing them on their websites.

The Commission also approved a similar consumer protection focused agreement with five of Illinois' smaller utility companies, namely Consumers Gas Company, Illinois Gas Company, Liberty Utilities Corp., MidAmerican Energy Company, and Mt. Carmel Public Utility Company. In alignment with the large utility agreement, the agreement with the small utilities suspends disconnections and late fees for nonpayment ***until Illinois enters Phase 4 of Governor Pritzker's Restore Illinois plan, or August 1, 2020, whichever comes first.*** Among a variety of independent commitments, the small utility agreement further provides protections for residential customers through temporary waivers of reconnection fees and new deposit requirements, as well as more flexible DPA terms. The smaller utilities have also committed to

notifying customers of these credit and collection policies as well as publishing them on their websites.

I recognize that the Commission may have little or no statutory authority to mandate your company's compliance with the stipulations approved by the Commission, I nevertheless request that your company continue to take steps to implement similar procedures to those adopted by public utilities regarding disconnections and late payments to help mitigate the financial impact of this public health emergency, including maintaining the moratorium on disconnections and suspension of late payment fees at least until Illinois enters Phase 4 of Governor Pritzker's Restore Illinois plan, or August 1, 2020, whichever comes first. I also encourage you to adopt temporary credit and collection policies like those adopted by comparable public utilities in the stipulations.

I have enclosed the Commission's Order and both stipulations for your reference. Should you have questions regarding this matter, please do not hesitate to contact me. Thank you.

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